AK Feb-05	All	Account Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
COMMENDATION								
Agents	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS								
#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	1	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	1	0	0	0
TECHNICAL COMPLAINTS								
#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
MISC. COMPLAINTS								
#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0

#35 Other	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	0	0	0	0	1	0	0	0

OTHER CALLS

#36 Branding/Database entry	0	0	0	0	0	4	0	0
#37 Request Directory Assistance	0	0	0	0	0	2	0	0
#38 Test Calls	0	0	0	0	0	1	0	0
#39 Instructions/General	0	0	0	0	0	13	0	0
#40 Send Information	0	0	0	0	0	3	0	0
#41 Billing Question	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	8	0	0
#43 Referred to LEC	0	0	0	0	0	4	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	4	0	0
#46 Request Relay Number	0	0	0	0	0	1	0	0
TOTAL	0	0	0	0	0	40	0	0

NON-STATE REPORTED

TOTAL								
TOTAL CONTACTS	0	0	0	0	1	40	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:31:02 AM CT

Honolulu	Independence	Jacksonville	Lemoore	Lubbock	Miami	Moorhead	Pukekohe	Sioux Falls	Syracuse	Tuscon	CapTel	RCC	SRO
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	1	0	0	0	0	0	0	0	0	0	

0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	

0	0	0	0	1	0	0	0	0	0	0	0	0	0	

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	2
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	2
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	2

0	0	0	0	0	4
0	0	0	0	0	2
0	0	0	0	0	1
0	0	0	0	0	13
0	0	0	0	0	3
0	0	0	0	0	0
0	0	0	0	0	8
0	0	0	0	0	4
0	0	0	0	0	0
0	0	0	0	0	4
0	0	0	0	0	1
0	0	0	0	0	0

0	0	0	0	0	2

AK Mar-05	All	Account Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
COMMENDATION								
Agents	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS								
#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS								
#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
MISC. COMPLAINTS								
#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0

#35 Other	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0
OTHER CALLS								
#36 Branding/Database entry	0	0	0	0	0	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	0	0	0
#39 Instructions/General	0	0	0	0	0	0	0	0
#40 Send Information	0	0	0	0	0	0	0	0
#41 Billing Question	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	0	0	0
#43 Referred to LEC	0	0	0	0	0	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	0	0	0
#46 Request Relay Number	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
NON-STATE REPORTED								
TOTAL								
TOTAL CONTACTS	0	0	0	0	0	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:31:06 AM CT

Honolulu	Independence	Jacksonville	Lemoore	Lubbock	Miami	Moorhead	Pukekohe	Sioux Falls	Syracuse	Tuscon	CapTel	RCC	SRO
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
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0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	1	0	0	0	0	0	0	0

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	1

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	1

AK · Apr-05	All	Account Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
COMMENDATION								
Agents	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS								
#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS								
#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
MISC. COMPLAINTS								
#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0

#35 Other	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	0	0	0	0	0	0	0	0

OTHER CALLS

#36 Branding/Database entry	0	0	0	0	0	0	0	0
#37 Request Directory Assistance	0	0	0	0	0	0	0	0
#38 Test Calls	0	0	0	0	0	0	0	0
#39 Instructions/General	0	0	0	0	0	0	0	0
#40 Send Information	0	0	0	0	0	0	0	0
#41 Billing Question	0	0	0	0	0	0	0	0
#42 Equipment Referral	0	0	0	0	0	0	0	0
#43 Referred to LEC	0	0	0	0	0	0	0	0
#44 Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0
#45 Other	0	0	0	0	0	0	0	0
#46 Request Relay Number	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0

NON-STATE REPORTED

TOTAL								
TOTAL CONTACTS	0	0	0	0	0	0	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:31:09 AM CT

Honolulu	Independence	Jacksonville	Lemoore	Lubbock	Miami	Moorhead	Pukekohe	Sioux Falls	Syracuse	Tuscon	CapTel	RCC	SRO
0	0	0	0	0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	2	0	0	0	0	0	

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	1

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	2

AK May-05	All	Account Manager	Albuquerque	Austin	Cayce	Customer Service	Dayton	Holyoke
COMMENDATION								
Agents	0	0	0	0	0	0	0	0
Service	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
SERVICE COMPLAINTS								
#00 Answer Wait Time	0	0	0	0	0	0	0	0
#01 Dial Out Time	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0
#06 Poor Spelling	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed.	0	0	0	0	0	0	0	0
#12 Two-line VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#13 Background noise not typed	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	0	0	0	0	0	0	0
#18 Problem Answer Machine	0	0	0	0	0	0	0	0
#19 Spanish Service	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
TECHNICAL COMPLAINTS								
#22 Lost Branding	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0
#57 Caller ID (Massachusetts)	0	0	0	0	0	0	0	0
#58 Regional 800 calls (Massachusetts)	0	0	0	0	0	0	0	0
#59 Transmission (California)	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0
MISC. COMPLAINTS								
#30 Rates	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0

#35	Other	0	0	0	0	0	0	0	0
	TOTAL	0	0	0	0	0	0	0	0
	TOTAL COMPLAINTS	0	0	0	0	0	0	0	0

#36	Branding/Database entry	0	0	0	0	0	8	0	0
#37	Request Directory Assistance	0	0	0	0	0	12	0	0
#38	Test Calls	0	0	0	0	0	4	0	0
#39	Instructions/General	0	0	0	0	0	24	0	0
#40	Send Information	0	0	0	0	0	8	0	0
#41	Billing Question	0	0	0	0	0	0	0	0
#42	Equipment Referral	0	0	0	0	0	20	0	0
#43	Referred to LEC	0	0	0	0	0	16	0	0
#44	Wanted Sprint Cust Svc	0	0	0	0	0	0	0	0
#45	Other	0	0	0	0	0	8	0	0
#46	Request Relay Number	0	0	0	0	0	8	0	0
	TOTAL	0	0	0	0	0	108	0	0

NON-STATE REPORTED

	TOTAL								
	TOTAL CONTACTS	0	0	0	0	0	108	0	0

Date Generated: Wed, Jun. 15th, 2005 @ 08:31:13 AM CT

Honolulu	Independence	Jacksonville	Lemoore	Lubbock	Miami	Moorhead	Pukekohe	Sioux Falls	Syracuse	Tuscon	CapTel	RCC	SRO
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0	0	0	0	0

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS	VRS Sioux Falls, SD – 200	VRS Austin, TX – 3000	VRS Houston, TX – 3500	VRS St. Paul, MN – 4000	VRS Denver, CO – 5000

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

VRS Seattle, WA – 6000	VRS Portland, OR – 6500	VRS Rochester, NY – 7000	VRS Silver Spring, MD – 8	VRS Chicago, IL – 9000	TOTALS

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

0	0	0	0	0	8
0	0	0	0	0	12
0	0	0	0	0	4
0	0	0	0	0	24
0	0	0	0	0	8
0	0	0	0	0	0
0	0	0	0	0	20
0	0	0	0	0	16
0	0	0	0	0	0
0	0	0	0	0	8
0	0	0	0	0	8
0	0	0	0	0	0

0	0	0	0	0	0